



Support services for people with disabilities

These services are provided in the London Borough of Hounslow



Capitalise is a London-wide partnership of organisations funded by the Money Advice Service

Introduction

Sometimes clients come to debt advisers seeking help with non-debt needs.

Without support for these other needs, it can be difficult for clients to engage in the debt advice process.

In some cases advisers know of organisations that can help their clients, in other cases they don't.

For this reason we've compiled a directory of non-debt services for disabled people. Some of these services are specifically for people with disabilities, others are designed for both disabled and non-disabled people.

It's designed to help you signpost disabled clients to the additional support they need, making space for you to help them with their debt problems.

How do I access the directory?

In the Disability Toolkit section of the Capitalise website, you'll find a list of the key organisations that provide support across London (and in some cases across the U.K.).

In addition, this document includes a small sample of local organisations within your borough.

The listed services provide help with;

- **Benefits and grants**
- **Housing and utilities**
- **Employment**
- **Transport**
- **Independent living and assistive technology**

The information is not exhaustive, plus services may change. If you feel any services should be added, or if you find that details have become out-of-date, please email details to info@Capitalise.org.uk

How do I use the information?

Simply scroll down to the section covering the area your client needs help with. There you'll find brief overviews for each service. If you require further information, you can contact the organisations directly using the contact details provided.

Dependant on your client's capabilities, you may want to print out the relevant page of this booklet for them (just remember to select 'current page' to avoid printing the whole booklet), or, if they require more support, you may wish to contact the organisation on their behalf.

Please note: These lists are not exhaustive and services may change. If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to:

info@Capitalise.org.uk

Benefits and grants

Organisation	Hounslow Community Partnership
Overview	<ul style="list-style-type: none"> •Advice and information around benefit entitlements •Help with applications
Address	CAN Mezzanine 2nd Floor - Treaty Centre High Street Hounslow TW3 1ES
Phone number	020 3693 4003
Website	http://www.cp-hounslow.org.uk

Organisation	Hounslow CAB
Overview	Can identify which benefits clients may be able to claim, can assist with problems, for example delays in payment, disputed amounts, sanctions, refusal of benefits and request for a reconsideration following a negative decision. Have a Specialist Advice Team for more complex benefits problems, including benefits appeals.
Address	Hounslow CAB 2nd floor 45 Treaty Centre High Street Hounslow TW3 1ES N.B. No drop in service at this address.
Phone number	020 8572 1082
Website	http://www.cp-hounslow.org.uk

Organisation	London Borough of Hounslow Adult Social Care
Overview	Clients with a physical disability and their carers can access information and advice on welfare benefits – so they are clear what you are entitled to.
Address	London Borough of Hounslow Civic Centre Lampton Rd Hounslow TW3 4DN
Phone number	020 8583 2000
Website	http://www.hounslow.gov.uk

Organisation	Disability Network Hounslow
Overview	Advice in British Sign Language to access relevant benefits.
Address	74 Heath Rd Hounslow TW3 2NW
Phone number	020 8577 0956
Website	http://e-voice.org.uk

Housing and utilities

Organisation	Hounslow Community Partnership
Overview	Work in partnership with other services such as community nursing support and social care to provide both clinical and non-clinical services including housing support.
Address	CAN Mezzanine 2nd Floor - Treaty Centre High Street Hounslow TW3 1ES
Phone number	020 3693 4003
Website	http://www.cp-hounslow.org.uk

Organisation	Hounslow CAB
Overview	Advice on: <ul style="list-style-type: none"> • Finding a place to live • Help for homeless people • Renting a home • Tenancy agreements • Common problems with renting • Repairs in rented housing Landlord and tenant repair responsibilities
	If someone is struggling with their energy bills Citizens Advice Hounslow can assist clients in applying to trusts for help with energy costs.
Address	Hounslow CAB 2nd floor 45 Treaty Centre High Street Hounslow TW3 1ES N.B. No drop in service at this address.
Phone number	020 8572 1082
Website	http://www.hounslowcabs.org.uk

Organisation	London Borough of Hounslow Adult Social Care
Overview	Council's information and advice service offers help with housing or finding a care home.
Address	London Borough of Hounslow Civic Centre Lampton Rd Hounslow TW3 4DN
Phone number	020 8583 2000
Website	http://www.hounslow.gov.uk

Organisation	Shelter London Housing Advice Appointment Service
Overview	Shelter are specialists in housing advice and rights of tenure. If client is eligible for legal aid, Shelter London's legal services offer advice and court representation in cases including possession hearings and evictions.
	Debt advice includes required advice on utilities suppliers, debts and helping clients apply to trusts for help with energy costs if applicable. Shelter London is also able to offer telephone advice on fuel debt and energy problems.
Address	Shelter offer outreach services in some boroughs. Please contact them for the latest information.
Phone number	0344 515 1212
Website	http://england.shelter.org.uk

Employment

Organisation	Hounslow CAB
Overview	Advice on problems at work and rights.
Address	Hounslow CAB 2nd floor 45 Treaty Centre High Street Hounslow TW3 1ES N.B. No drop in service at this address.
Phone number	020 8572 1082
Website	http://www.hounslowcabs.org.uk

Organisation	Jobcentre Plus
Overview	Disability employment advisers at the local Jobcentre Plus offer help and advice, including for people who don't have work experience or have not worked for a long time.
Address	10 Montague Road Hounslow Middlesex TW3 1LE
Phone number	0345 604 3719
Website	<u>N/A</u>

Transport

Organisation	Hounslow Community Partnership
Overview	Community outreach workers help navigate transport options.
Address	CAN Mezzanine 2nd Floor - Treaty Centre High Street Hounslow TW3 1ES
Phone number	020 3693 4003
Website	http://www.cp-hounslow.org.uk

Organisation	London Borough of Hounslow Civic Centre Lampton Rd Hounslow TW3 4DN
Overview	Can provide advice and information on transport. For example freedom passes for older residents. Advice about travel information on London transport, blue badge and the disabled persons railcard
Address	London Borough of Hounslow Civic Centre Lampton Rd Hounslow TW3 4DN
Phone number	020 8583 2000
Website	http://www.hounslow.gov.uk

Independent living and assistive technology

Organisation	Hounslow Community Partnership
Overview	<ul style="list-style-type: none"> •Help to link with other support services. •A named worker. •Advocacy services. •Help with a personal plan to empower people to look after their own health and wellbeing. • Personal care, washing and getting dressed • Getting around without falling • Equipment / adaptations in the home to help you feel safe
Address	CAN Mezzanine 2nd Floor - Treaty Centre High Street

	Hounslow TW3 1ES
Phone number	020 3693 4003
Website	http://www.cp-hounslow.org.uk

Organisation	Hounslow CAB
Overview	Disability Advice: Generalist advice (all areas) for people who are disabled or have a disabled family member. Home visits to housebound clients.
Address	Hounslow CAB 2nd floor 45 Treaty Centre High Street Hounslow TW3 1ES N.B. No drop in service at this address.
Phone number	020 8572 1082
Website	http://www.hounslowcabs.org.uk

Organisation	London Borough of Hounslow Adult Social Care
Overview	Will provide a home visit to find out what people can manage and what they find difficult. Will then work with them (and their carer's if applicable) to find the best solutions to their social care needs. This could include advice on equipment and home alterations to make daily tasks more manageable.
Address	London Borough of Hounslow Civic Centre Lampton Rd Hounslow TW3 4DN
Phone number	020 8583 2000
Website	http://www.hounslow.gov.uk

Organisation	Age Up - Hounslow
Overview	Befriending service and activities help clients build confidence and live independently.
Address	Montague Hall Montague Road Hounslow TW3 1LD
Phone number	020 8560 6969
Website	http://www.ageuk.org.uk